Utah State Division of Substance Abuse & Mental Health

USER'S MANUAL FOR THE PREVENTION ADMINISTRATION TRACKING SYSTEM (PATS)

VERSION 3.0



Director: Randall Bachman

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Introduction:

The PATS project is designed to collect detail data regarding both the planning and delivery of prevention services/programs in the State of Utah. In addition, PATS serves as a means to help both the local prevention worker and the State Division better manage the preparation for and implementation of substance abuse prevention services and activities by providing useful and meaningful information about the populations, risk/protective factors, and other community data which they address.

In order to help the Local Authority Users of PATS understand how to utilize the software, this user's manual has been separated into seven sections of information.

Section I contains the set of policies and procedures which control the use of the software.

Section II presents information about how data in PATS's database is secured and protected such that a given user can only access the information they are privileged to see.

Section III contains a data flow diagram that represents how data flows from the Prevention Coordinator Area Plan Information (PCAPI) Application and PATS.

Section IV presents the general steps a user should go through, at a high level, to enter data in PATS.

Section V contains a brief overview of the business rules which govern the software.

Section VI contains an overview of the general command buttons, such as save, cancel, return, etc., and how they are utilized.

Section VII contains step by step instructions for completing data entry in PATS under several five different scenarios.

Section I: Policies and Procedures

[A] Data Submission

Each Local Authority is required to submit the data regarding the delivery of their prevention services no later than thirty days after the service begins. Likewise, the data entry for each session of the service must be completed thirty days after it is delivered.

Prevention Coordinators have the ability to indicate, in PCAPI, which fiscal quarter(s) a given service they anticipate it will be delivered within. The fiscal quarters are:

Quarter One	July 1 through September 30
Quarter Two	October 1 through December 31
Quarter Three	January 1 through March 31
Quarter Four	April 1 through June 30

The data entered into PATS is saved and stored on a real time basis. As a result, the moment a piece of information is saved in PATS it can be instantly seen in the system and/or in a report. Since PATS is a "real time" system, the Division of Substance & Mental Health recommends that the user simply go about performing their data entry on a regular daily, weekly, or monthly routine with consideration of the thirty day data entry dead line. If the data is entered on a reasonable, consistent schedule as described above, then the user and their Local Authority agency need not feel concerned about satisfying the dead line because compliance with it is built into such a schedule by default.

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[B] Issue Ticket

In order to serve PATS users with a formal process for documenting problems and questions which arise with use of the software, the Division has created a procedure for addressing such items. Each user who experiences a problem, raises an issue, or has a question regarding the use of PATS must submit an "Issue Ticket" to the Division of Substance Abuse which details what the problem, issue, or question is.

The process for submitting the ticket is described below.

- [1] The user must go to the Division's website and navigate to the page which contains the hyperlinks for PATS (http://www.hsdsa.utah.gov/DSA_Web_Links.htm)
- [2] After navigating to the Web Page, the user must click on the "PATS Issue Ticket Form" hyperlink.
- [3] After the form has loaded, the user must fill in:
 - a. The user's name (required)
 - b. The user's Local Authority agency (required)
 - c. The user's telephone number (required)
 - d. The description of the problem or issue (required)
 - e. If an error occurred, then the error message must be included on the form **(required when an error is involved)**
 - f. Add any other pertinent information
- [4] When the form is completely filled out, the user must click on the "Submit" button located at the bottom of the form.
- [5] After the Issue Ticket has been submitted, the Division will address the ticket with five working days of receiving it.

[C] Accessing PATS & Its Reports

Accessing PATS

PATS should <u>ONLY</u> be accessed through the Division's website. The URL for PATS is subject to change by forces outside of the Division's control. Consequently, the Division created a Web Page in its site which contains a hyperlink to PATS (http://www.hsdsa.utah.gov/DSA Web <u>Links.htm</u>). The user is welcome to bookmark the Web Page. However, they should <u>NOT</u> bookmark the software URL because when it changes the bookmark will not automatically point to the new URL.

The communication between the user's computer and PATS is digitally encrypted in order to protect the communication link from being hacked into from someone outside of State government. Even so, the probability that someone can somehow circumvent the digital security can increase if the communication link is left open indefinitely. Consequently, the PATS software will "Time Out" if it is not used for more than 30 minutes. If the "Time Out" function is engaged, then the software will abort the user's current session. Aborting the session means that the user will have to log into PATS again before they can use the software.

PATS Reports

The PATS Reports for a given Local Authority are accessible by going to the following link: http://www.hsdsa.utah.gov/DSA Web Links.htm

After the browser has arrived at the URL above, click on the link labeled: **PATS, Year End, Alcohol Server Reports**

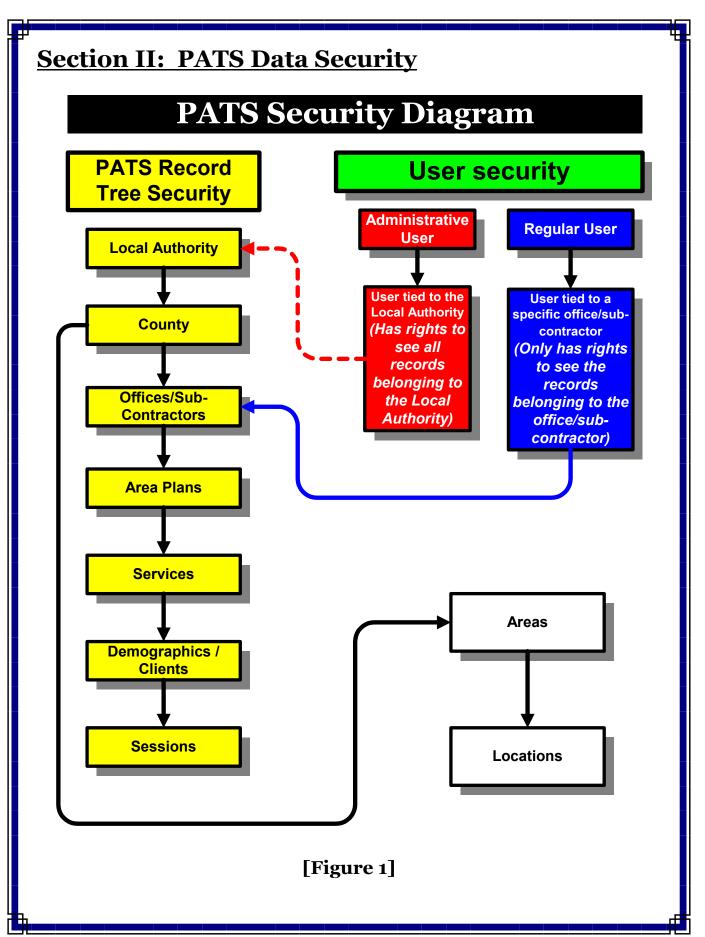
The next page that will appear in the browser contains a list of the Local Authorities. Each Local Authority hyperlink is protected by login security. Consequently, the user must have a valid user ID and password which has rights to see the reports for a given Local Authority before they can progress onto the web page which contains the links for the reports.

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[D] User Security

In accordance with The Utah State Department of Human Service's security policy, each time a user adds or modifies a record within PATS, the user's ID will be added to the given record when it is newly saved or updated along with the date the transaction takes place. The practice of recording the User's ID serves the purpose of making each user accountable and responsible for the information they manage, add, modify, etc., in PATS. As a result of the policy, each user of PATS can not, under any circumstances, reveal their user ID and password to any individual other than State staff who work in the Department of Human Services or the Division of Information Technology Services (ITS).

If a user does reveal their ID and password to another individual who then uses it to gain access to PATS illegitimately, then the owner of the ID is responsible and liable for any transactions that are made in the software and its database for good or bad because their ID will be stored in the database along with the affected data.



PATS Security Documentation:

PATS security is designed with two levels of user access that controls what an individual user can see. One user type is **Administrative**. The other user type is **Regular**. Administrative users can see all of the data that belongs to the Local Authority they are assigned to. The Regular user can only see the data that belongs the office(s) he/she is assigned to. Hence, depending upon what designation a specific user is given by DSAMH staff (i.e. Administrative or Regular), the user will be restricted in regard to what they can and cannot see.

1. Administrative Users

As Figure 1 depicts, an Administrative user is assigned to a Local Authority. Typically, the Prevention Coordinator is assigned as an Administrative User. The assignment dictates that the Prevention Coordinator can see all of the counties, offices/sub-contractors, Area Plans, Services, Demographics/Clients, and Sessions that are entered in PATS for the specific Local Authority the Coordinator works for.

2. Regular Users

As Figure 1 depicts, a Regular user is assigned to a specific Office/Sub-contractor. Typically, the regular prevention worker is assigned as a Regular User. The assignment dictates that the prevention worker can **only** see the Area Plans, Services, Demographics/Clients, and Sessions that are entered in PATS for the specific Office(s)/Sub-contractor(s) the user is assigned to.

3. Areas & Locations

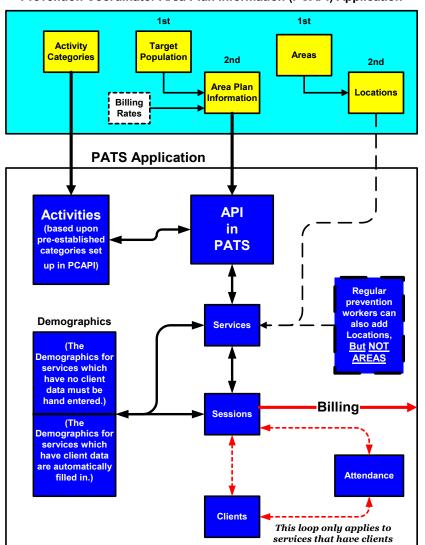
Areas are generalized regions within a county where prevention services are delivered (i.e. a city, a neighborhood, a school district, etc.). Locations represent specific coordinates where the service is delivered (i.e. the Washington Library, Tintic Elementary School, the Beaver Office, etc.).

Areas are assigned to a county. Locations are assigned to an Area. Consequently, a user can only see the areas and locations which are assigned to the county(ies), and subsequently the office(s)/sub-contractor(s), he/she is attached to. In addition, if two or more offices/sub-contractors exist within the same county, the user(s) assigned to them can see all of the Areas and Locations associated with the county because Offices/Sub-contractors are tied to a county just as Areas/Locations are. However, even though PATS allows a user from one Office to see the locations created for another Office which resides in the same county, it **does not** allow him/her to see the other Office's Area Plans, Services, Demographics/Clients, and Sessions (see Figure 1). Hence, the security described for Regular Users remains intact even though a user can see all of the Locations entered for the county. As a result, Areas and Locations have no bearing on or relevance in determining what Area Plans, Services, etc., a Regular User can see.

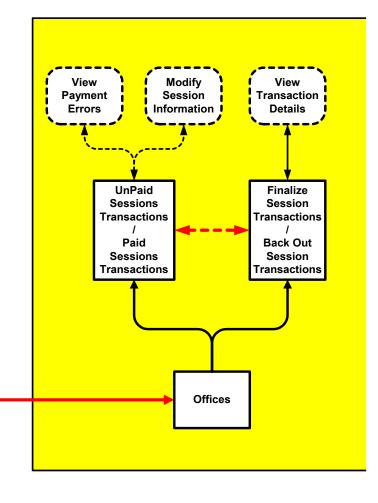
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Section III: PATS & PCAPI Data Flow Diagram

Prevention Coordinator Area Plan Information (PCAPI) Application



PATS Billing Application



[Diagram 1]

Diagram 1 shows that the PATS software actually consists of three major parts. PCAPI, PATS, and PATS Billing. The following discusses how all three applications work together.

1. PCAPI:

➤ PACPI is used by the Prevention Coordinators to create/set up the data regarding Area Plan prevention programs, Areas, Locations, Target Populations, and Activities. The data entered into PCAPI flows into PATS such that the regular PATS user does not have to renter the information (i.e., once the risk/protective factors, billing information, descriptions, domains, etc., are entered in PCAPI for a prevention program, the regular PATS user does not have to reenter all of that information).

2. **PATS**:

➤ PATS is used to collect data about the planning/preparation for and delivery of prevention services. On the delivery side of PATS, three major kinds of data are collected. They are: selecting a prevention program previously set up in PCAPI, entering the demographic or client data on the people served, and entering sessions. On the activity (planning/preparation) side of PATS, the details of the specific planning/preparation effort is collected.

3. PATS Billing:

➤ PATS Billing is used to process the billing which is applied to a specific session of prevention service.

<u>Section IV – PATS Data Entry Process</u> Service Information Add New Location Save Undo Delete Insert Maintain Clients Bessions Demographics API Service Name Adult DUI Education Beaver Senior High Other Description Adult DUI Education Target Pop Name Elementary Age Youth School IOM Class Indicated Services Fiscal Quarter 3 Start Date * 03/05/2002 Risk Risk Factor << < > >> Delete insert From 0 to 1 Total: 0 **Session Maintenance Demographics** << < > >> Save Undo Delete Insert Attendance Demographics Clients API Service Name Adult DUI Education 0 to 4 White Males Other Description Adult DUI Education Date of Session * 03/05/2002 12 to 14 Total Gender 0 Total Demographics 0 General Count 0 15 to 17 Islander/Asian Total Count 0 Attended 18 to 20 Native American 21 to 24 Hours Multiple Race Units Total Race 45 to 64 Comments 65 and Over 0 Total Age 0

[Figure 1]

The process for entering data in PATS generally consists of three-steps. They are:

- [1] creating a Service.
- [2] creating general Demographic or Client specific data.
- [3] creating Sessions.

Regardless of the kind of service that is entered into PATS, the user should follow each step.

As Section III in this document describes, data flows from the PCAPI application into PATS for the purpose of reducing and simplifying the data entry that a PATS user must do for a given Service. One significant type of data that flows from PCAPI is the designation that the Service will either require Demographic or Client specific data (please see **Section VI: Subsection G** in the **PCAPI User Manual**.) If the Service is marked as requiring demographic data, then Step 2 in Figure 1 above is addressed by simply filling in the demographic data (please see **Section VII – Subsections A or C** in the **PATS User's Manual**). However, if the Service is marked as requiring client specific data, then Step 2 in Figure 1 above is addressed by creating a client roster (please see **Section VII – Subsection B** in the **PATS User's Manual**). In addition, if client data is required, the session attendance will be collected from the "attendance" that is marked for each session from the client roster (please see **Section VII – Subsection B** in the **PATS User's Manual**).

Section V: PATS Business Rules

- When changing an API you now get a warning message about how this change could affect the Services associated to the API.
- If the API was flagged as having clients and you change it to not have clients the system will remove the clients, any attendance records and clear out the demographic records for all the Services associated to the API..
- If the API was flagged as not have clients and you change it to have clients the system will clear out the demographic records for any Services associated to the API.
- o When entering a Session, the start date can not be in the future.
- o If the Service is flagged as not have multiple Sessions, then you can not enter more that one Session for that Service.
- If the Service is flagged as having clients, the system will determine the demographic numbers from the clients entered into the system.
- o If the Service is flagged as having clients, the system will determine the attended number from the attendance take for each Session.
- o If the Service is flagged as not having clients, the demographic and attended fields will be open for the user to enter any number they determine is correct.
- o Activities were added to the system.
- o Area Info The fiscal year must be between 2001 and 2050.
- o Area Info You must select a domain.
- o Clients You must enter an age or birth date.
- o Service Demographics The total of Age, Gender and Race must match.
- Service Must select a domain.
- Session Attended can not be more that the total demographic count.
- Session If the service is not flagged as multiple, then you can not add more than one.
- Session You can not enter a future date for the Session.
- User/Provider You must be an Administrator to be assigned to a Provider.
- User/Office You must not be an Administrator to be assigned to an Office.

Section VI: Do's And Don'ts

1. Do use the **INSERT** button in order to type data in fields on the screen.



2. Do use the **SAVE** button to save the data entered on the screen.



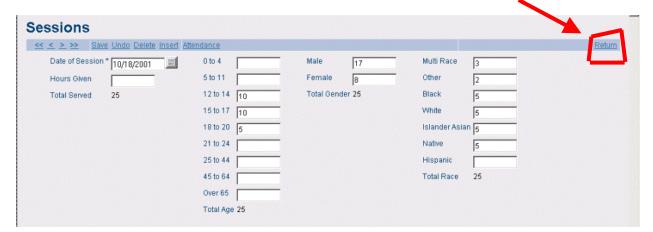
3. Do use the **<u>DELETE</u>** button to remove data previously saved in the database.



4. Do use the $\underline{\textbf{UNDO}}$ button to erase data from the screen without saving it.

< > >> Save Undo Delete Insert	Attendance			Rei
Date of Session * 10/18/2001	0 to 4	Male 17	Multi Race 3	
Hours Given	5 to 11	Female 8	Other 2	
Total Served 25	12 to 14 10	Total Gender 25	Black 5	
	15 to 17 10		White 5	
	18 to 20 5		Islander Asian 5	
	21 to 24		Native 5	
	25 to 44		Hispanic	
	45 to 64		Total Race 25	
	Over 65			

5. Do use the **<u>RETURN</u>** Button in order to go back to the previous screen.



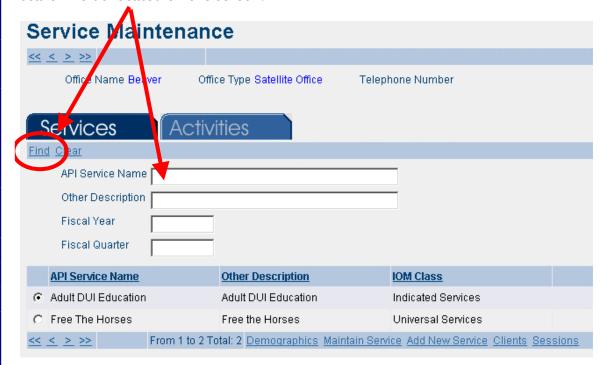
6. **Do Not** use the **BACK** button located on your browser to return to a previous screen.



7. Do use the **Offices** button to travel directly from the Sessions, Clients, or Attendance screens back to the Satellite Offices screen.



8. Do use the <u>Find</u> button to search for an item based upon the criteria contained in the search fields located on the screen.



Section VII: How To Use PATS At A Glance

PATS is designed to collect information about three kinds of services/programs, They are:

Sub-Section A: Services which have no client data and only one session.

Sub-Section B: Services which require client specific data and multiple sessions. Sub-Section C: Services which require no client data but do require multiple

sessions.

In addition to collecting data about the three kinds of services/programs, PATS also allows the user to:

Sub-Section D: Add a Location.

Sub-Section E: Add and/or modify Activities (Process Data).

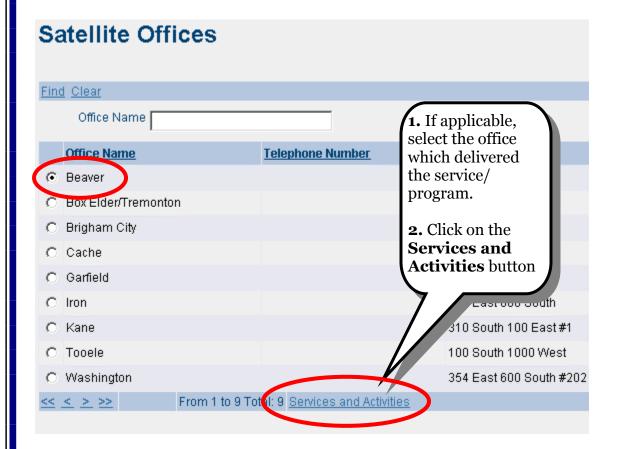
The instructions for this section are designed to give the user a quick, condensed review of each step required to complete the data entry process for each item listed above.

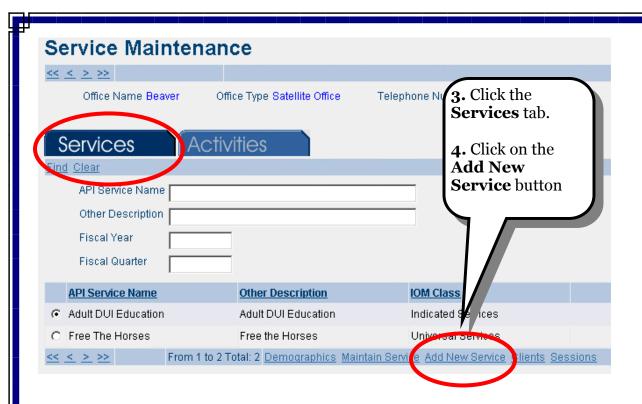
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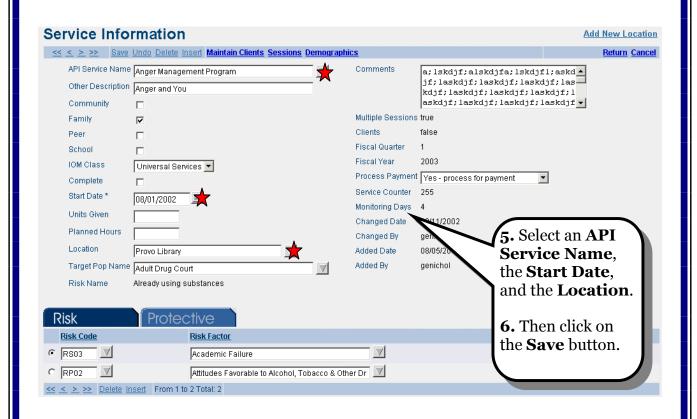
Sub-Section A:

Items A1 through A4 describe the processes for how services/ programs which have no client data and do not require more than one session are entered, saved, and modified in PATS.

A1. Add a new service which collects no client data and does not have multiple sessions







Required Data On The "Service Information" Screen:

- **Select an API Service Name** (the name of the desired Area Plan Program previously set in PCAPI).
- **Select a Start Date** (The date program started).
- **Select a Location** (the specific place where the program/service was delivered).

Optional Data On The "Service Information" Screen:

- Other Description (a unique label that the user can utilize to identify this specific instance/delivery of the service).
- **Complete** (the designation that the program/service is finished, completely delivered, etc.).
- **Units Given** (the number of items that were disseminated [i.e. pamphlets, handouts, trinkets, etc.] during the course of the program/service).
- Planned Hours (the number of planning hours that were invested into the program. [Note: This field should only be utilized if the user does not want to keep track of their planning, preparation, etc., time with the Activity section of PATS]).
- **Comments** (any additional information that is relevant to the delivery of the program/service in general).
- **Process Payment** (If the program/service is billable, then the user can choose to ENABLE or DISABLE the billable functionality. This field only impacts programs/services that are originally set up for Billing via PCAPI.).
 - o If "Yes-Process For Payment" is selected, then the billing process Will take place for the program/service if it was originally setup to process Billing via PCAPI.
 - If "No-Do Not Process For Payment" is selected, then the billing process WILL NOT take place for the program/service if it was originally setup to handle Billing via PCAPI.
 - o If the program/service **WAS NOT** originally setup to process Billing via PCAPI, then the value of this field is irrelevant and should be ignored.

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emographics						
API Service Name Adult DUI Education Other Description Adult DUI Education Start Date 03/05/2002 General Count 0 Total Count 0	0 to 4 5 to 11 12 to 14 15 to 17 18 to 20 21 to 24	0 0 0 0 0 0	Males Females Total Gender	0 0	White Black Hispanic Islander/Asian Native American Multiple Race	
	25 to 44 45 to 64 65 and Ove	0 0 0 er 0	`		Other Total Race 7. Fill in the	
			OK Cincel		appropriate demograph 8. Then clic the OK but	ics. ek on

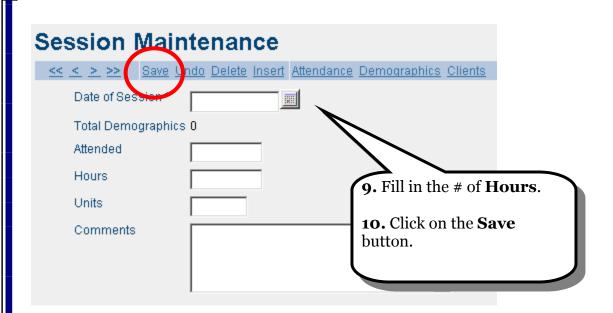
Required Data On The "Demographics" Screen:

- **Age, Gender, & Ethnicity Columns:** (the number of people served by the program/service who can be counted by the age, gender, and ethnicity categories as identified on the screen).
- **General Count:** (the number of people served by the program/service who are not capable of being counted by their demographic information because their volume is too great to make counting their demographics feasible).

Business Rule:

[Under usual circumstances, a program that is set up to use this screen via PCAPI will not utilize both the **General Count** field and the **Age, Gender, & Ethnicity** fields together. The **Total Count** field adds the values from the **General Count** and **Demographic Total** together. Thus, the two means for counting people should only be used together when a service/program serves both a group of people who can be counted with demographic information and a group who is large in number that they cannot.]

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Required Data On The "Session Maintenance" Screen:

• **Hours** (the number of hours that transpired while the session was in progress)

Optional Data On The "Session Maintenance" Screen:

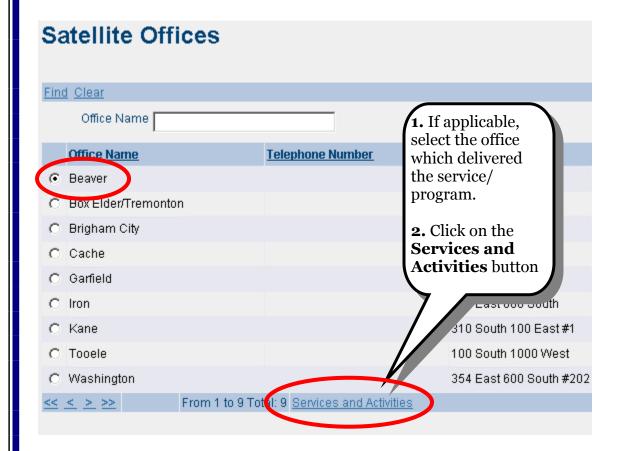
- **Units** (the number of pamphlets, handouts, or other items that were given out as a part of the session)
- **Comments** (any additional details, comments, or other information that is relevant to the session)

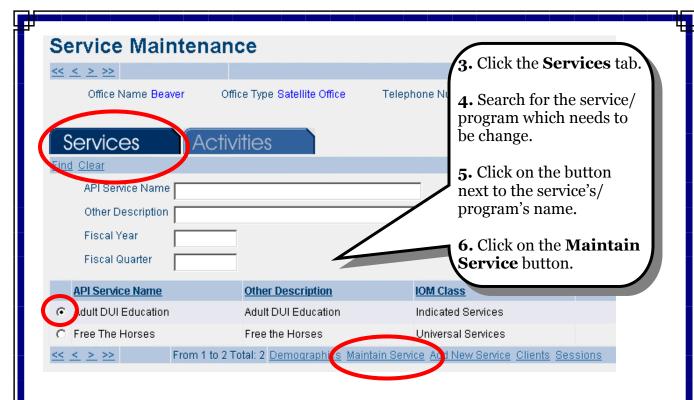
Business Rule:

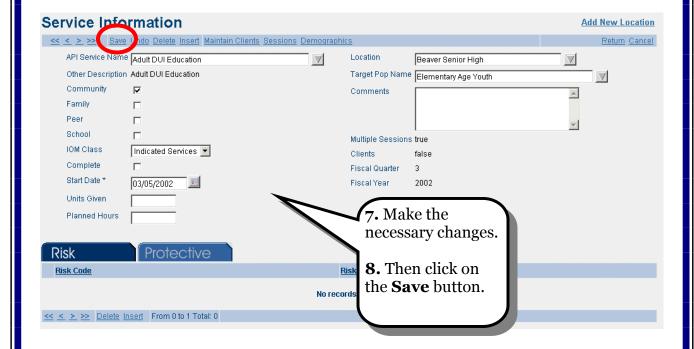
[An API that is marked as not requiring "clients" and "multiple sessions" will automatically have the **Date of Session** and **Attendance** fields pre-filled based upon the Service's start date and the total value of the demographics entered on the Demographics screen.]

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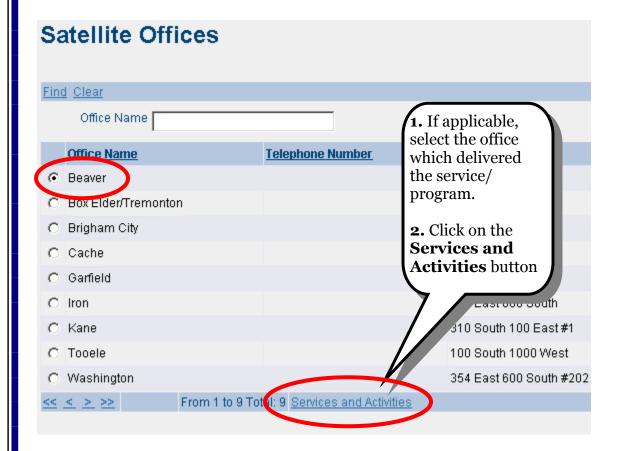
A2. Modify An Existing Service/Program which collects no client data or has multiple sessions

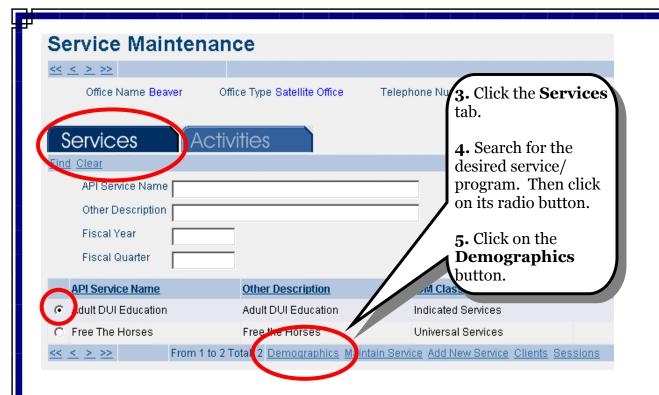






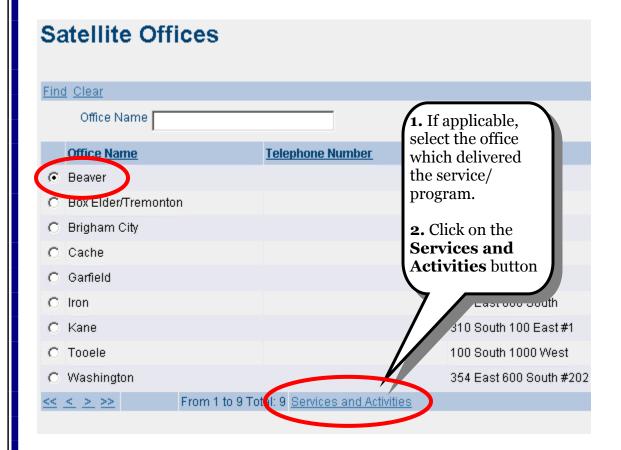
A3. Modify the Demographics for an existing service/program which collects no client data or has multiple sessions

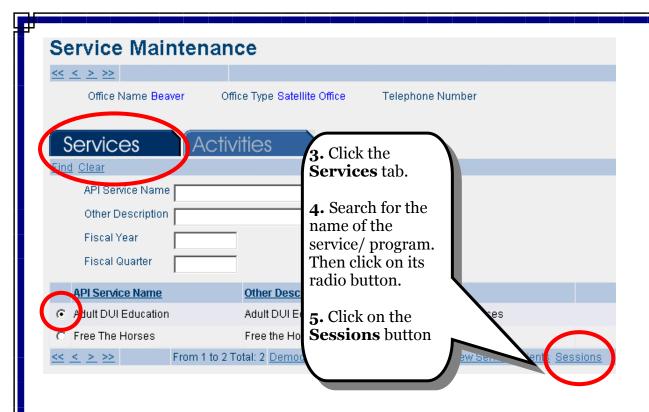


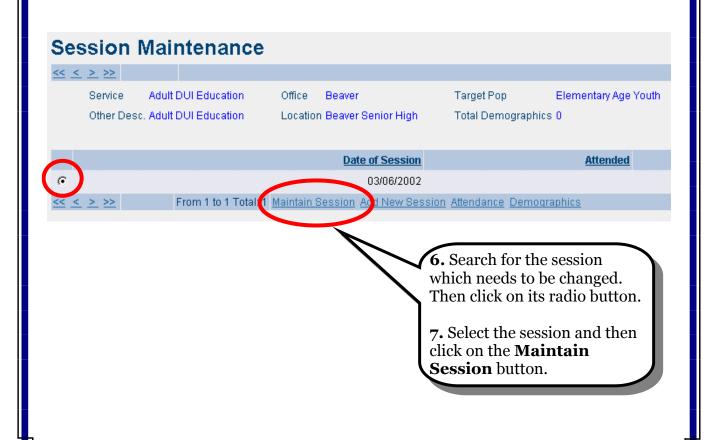


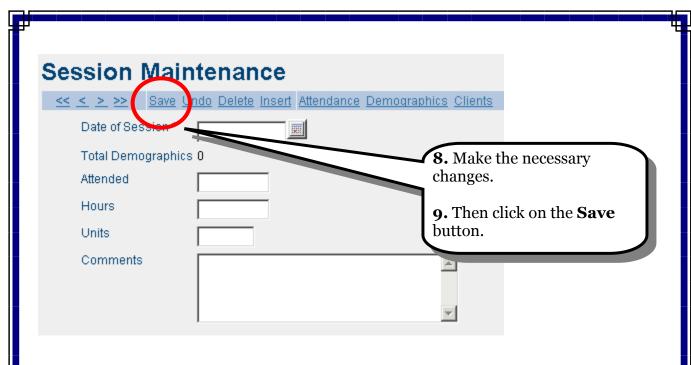
Demographics								
API Service Name Adult D	OUI Education	0 to 4	0	Males	0	White	0	
Other Description Adult D		5 to 11	0	Females	0	Black	0	
Start Date 03/05/2	2002 —	12 to 14	0	Total Gender	0	Hispanic	0	
General Count 0		15 to 17	0			Islander/Asian	0	
Total Count 0		18 to 20	0			Native American	0	
	:	21 to 24	0			Multiple Race	0	
	:	25 to 44	0			Other	0	
		45 to 64	0			Total Race	0	
	ı	65 and Over	0			27.1 11		
		Total Age	0	OK Cancel		6. Make the appropriate changes.		
						7. Then clic he OK but		
					•			

A4. Modify the single session of an existing service/program which collects no client data or has multiple sessions





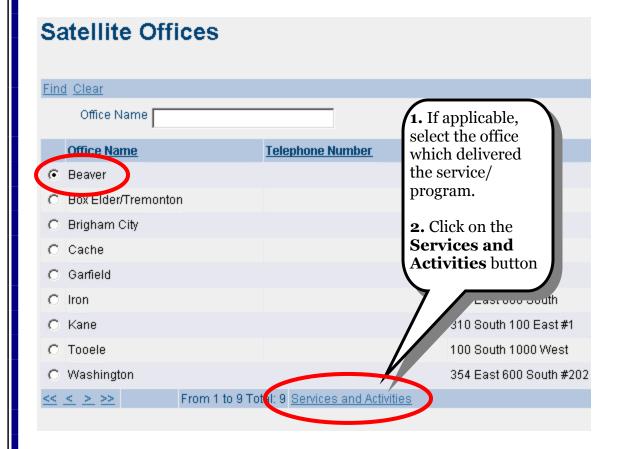


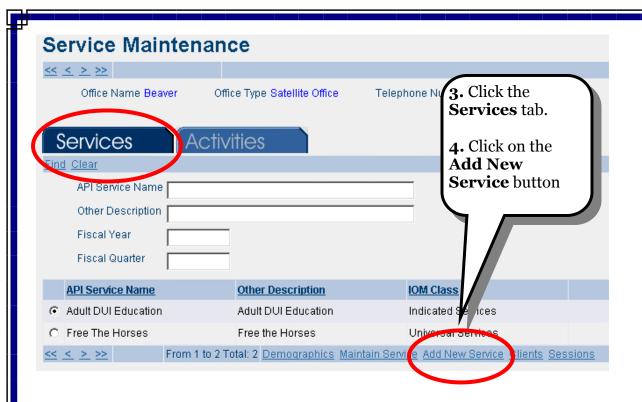


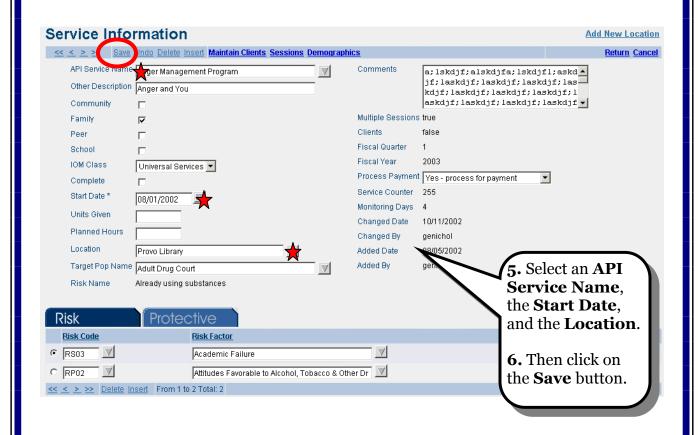
Sub Section B:

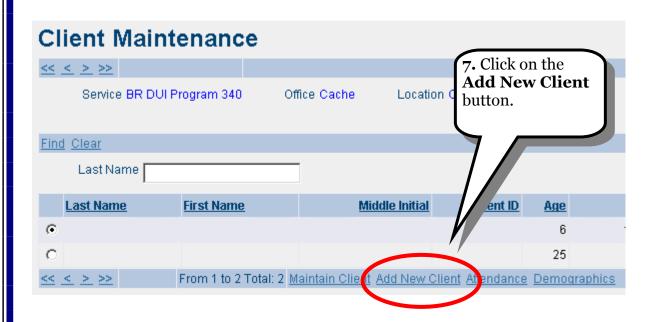
Items B1 through B3 describe how services/programs that require client information and more than one session are entered, saved, and modified.

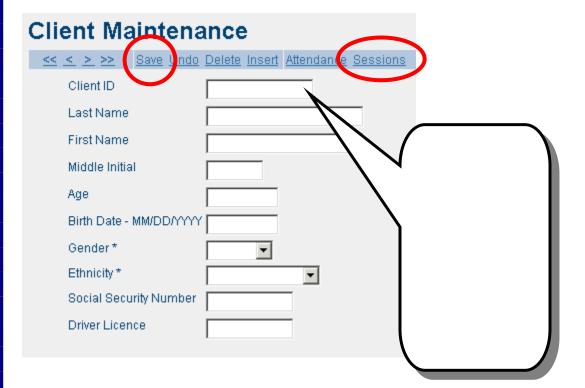
B1. Add a new service which collects client data and has multiple sessions









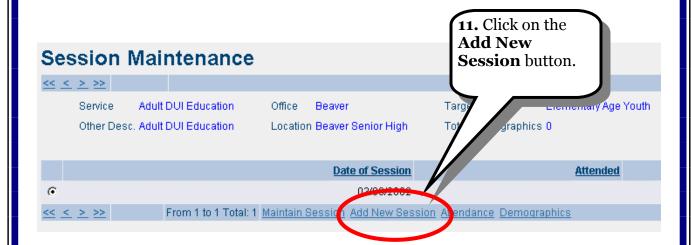


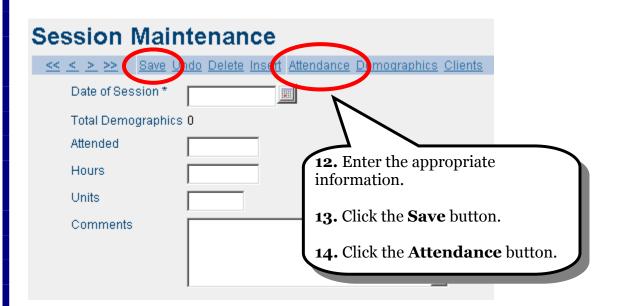
Required Data on the "Client Maintenance" Screen

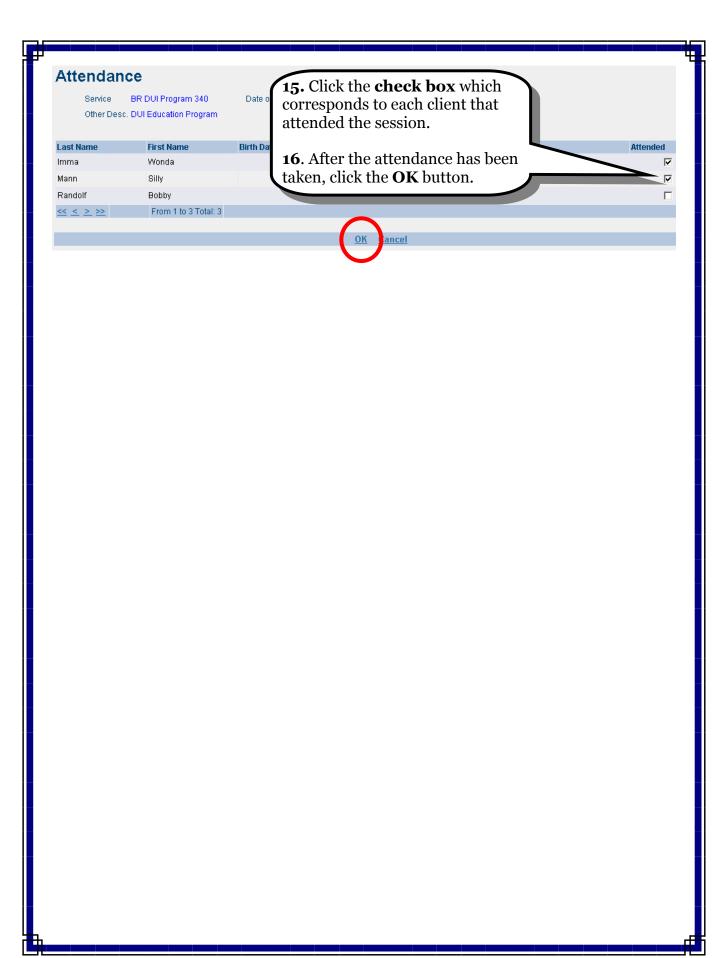
- **Age or Birth Date** (either enter the age of the client or enter their birth date)
- **Gender** (select the gender of the client)
- **Ethnicity** (select the ethnicity of the client)

Optional Data on the "Client Maintenance" Screen

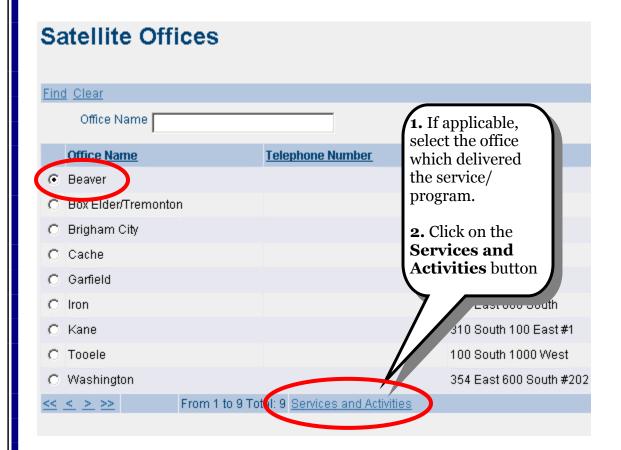
- Client ID (an identifying number manufactured by the user/Local Authority)
- **First Name** (the client's first name)
- **Last Name** (the client's last name)
- **Middle Initial** (the client's middle initial)
- **Social Security Number** (the client's social security number)
- **Driver's License Number** (the client's driver's license number)

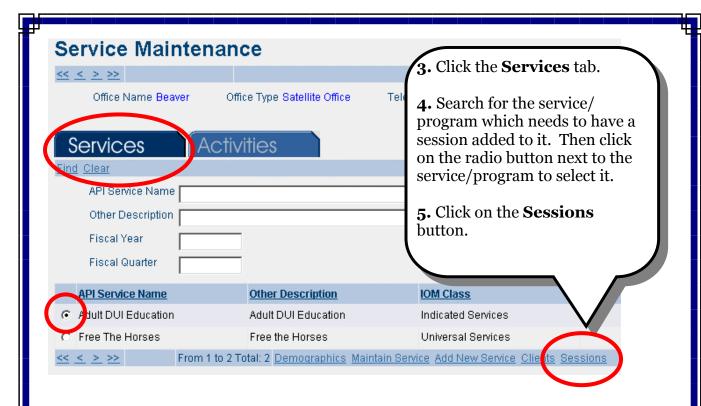




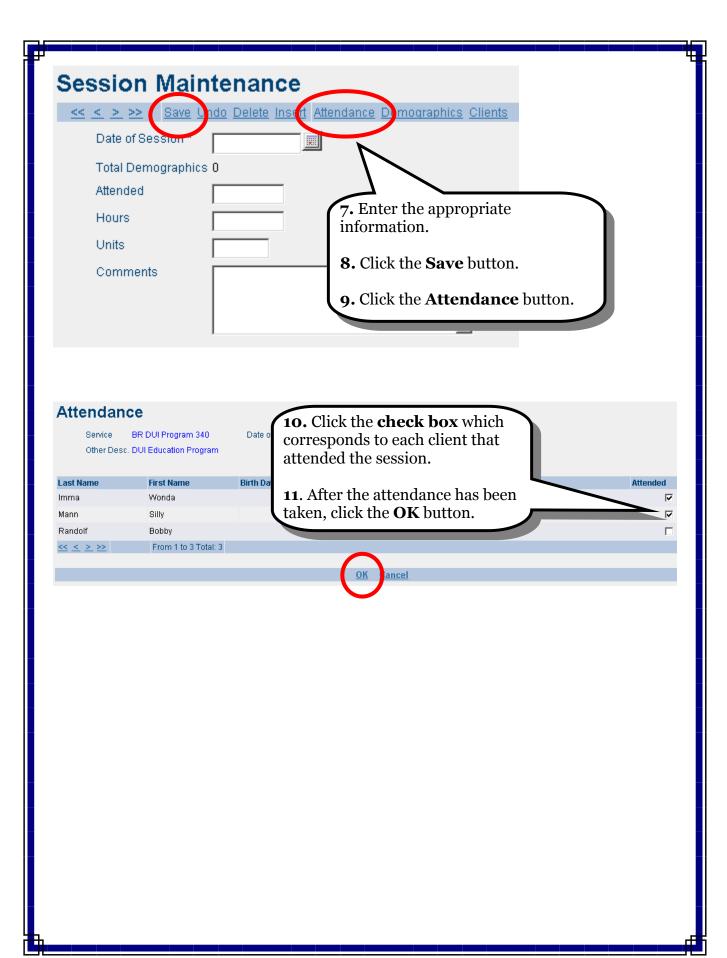


B2. Add a new session to an existing service/program which collects client data and has multiple sessions

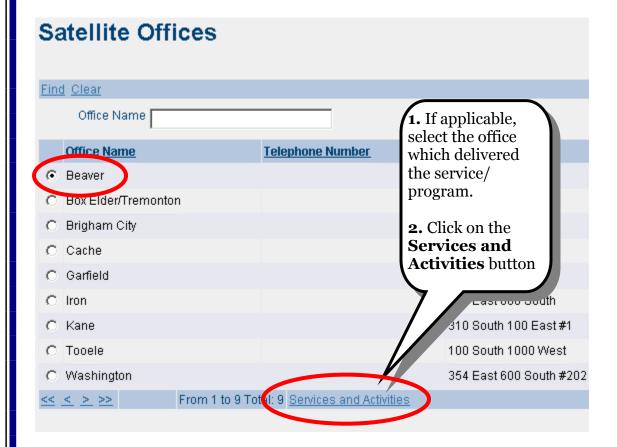


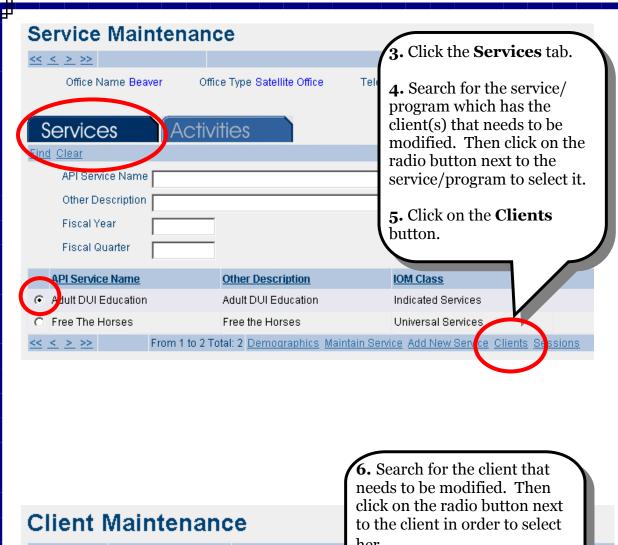


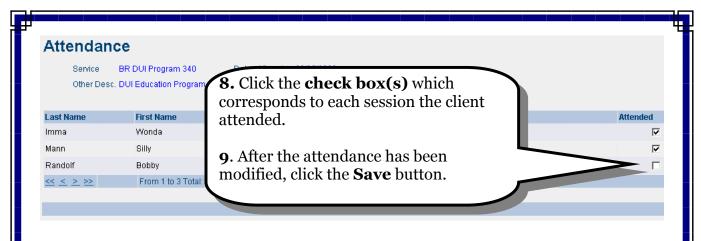




B3. Modify a client's session attendance



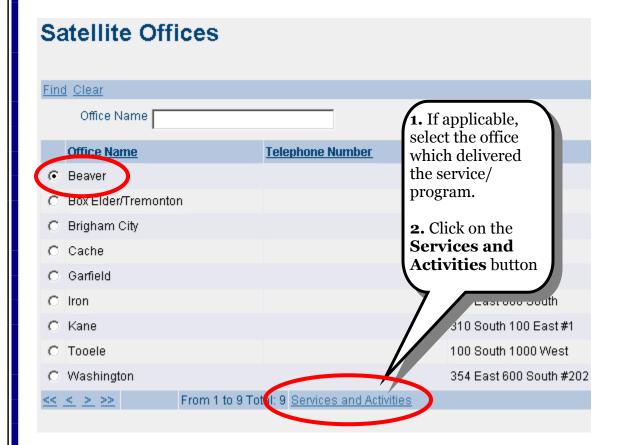


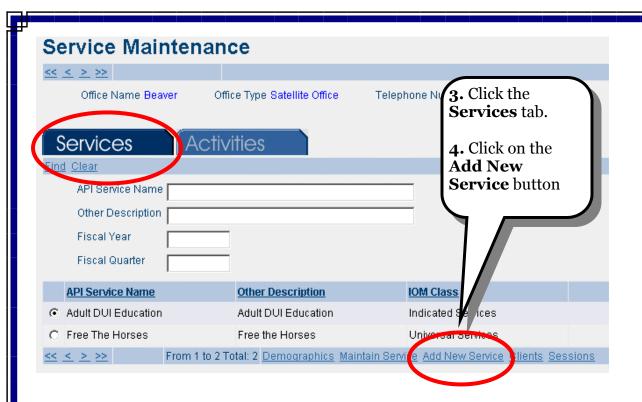


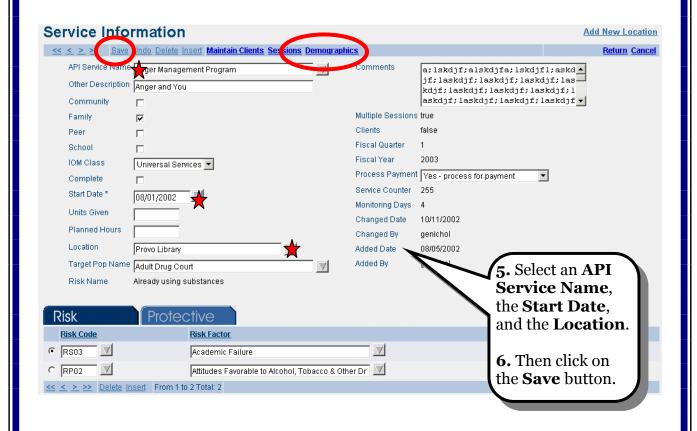
Sub-Section C:

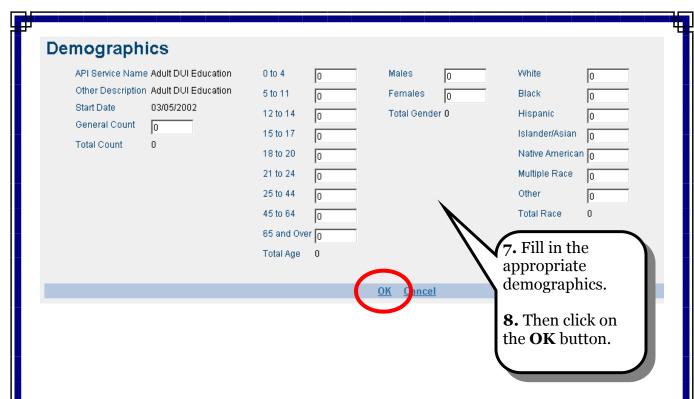
Items C1 through C4 describe how services/programs that require more than one session, but to not require client data, are entered, saved, and modified.

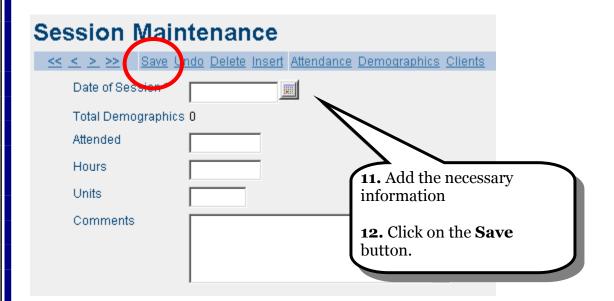
C1. Add a new service which has multiple sessions but does not collect client data









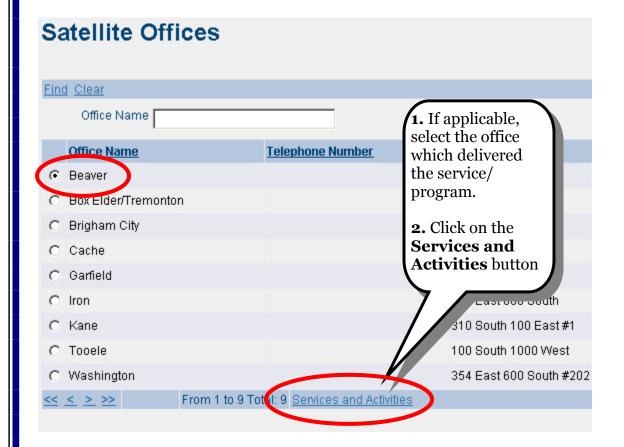


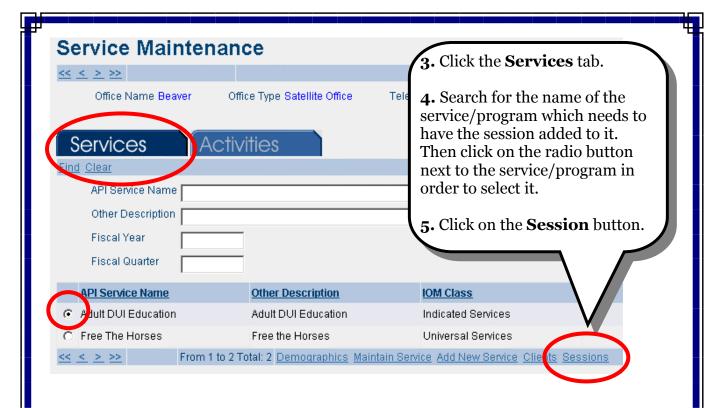
Required Data On The "Session Maintenance" Screen:

- **Date of Session** (the date the session occurred on)
- **Attended** (the number of people who attended the session)
- **Hours** (the number of hours that transpired while the session was in progress)

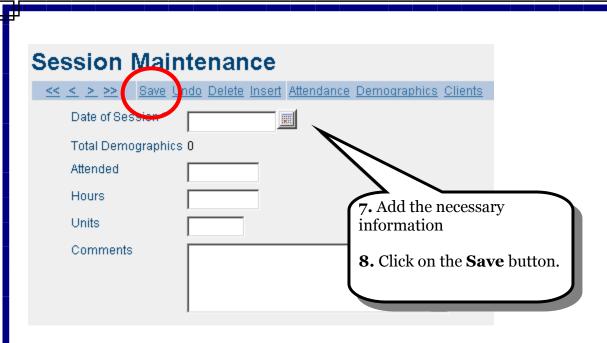
	"4
Optional Data On The "Session Maintenance" Screen:	
 Units (the number of pamphlets, handouts, or other items that were given out 	
as a part of the session)	
as a part of the session;	
• Comments (any additional details, comments, or other information that is	
relevant to the session)	
relevant to the session)	

C2. Add a new session to an existing service/program which has multiple sessions but does not collect client data

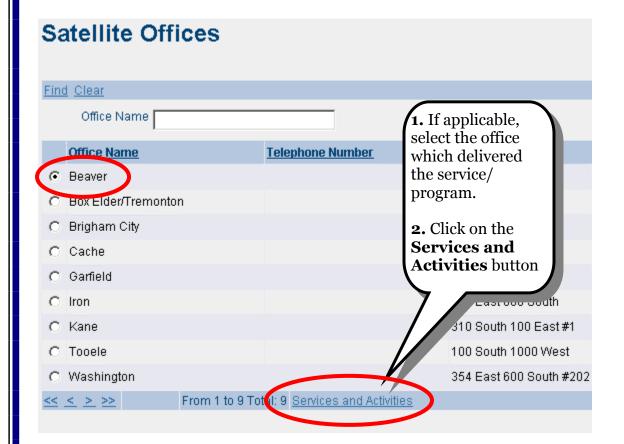


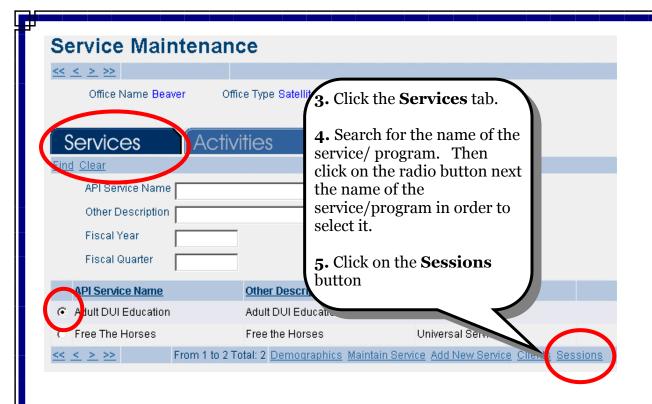


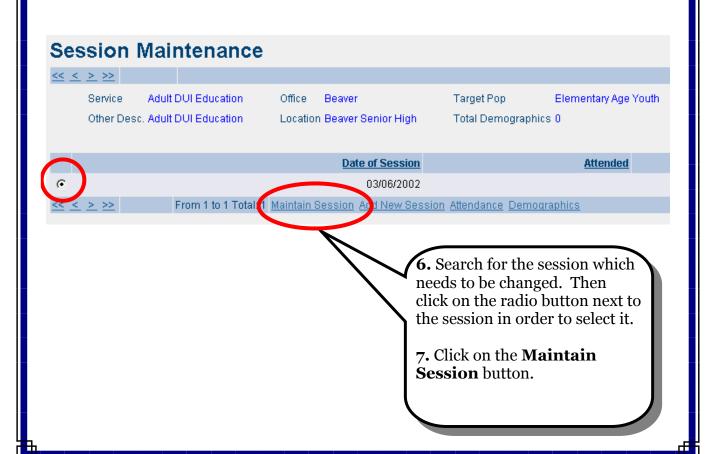


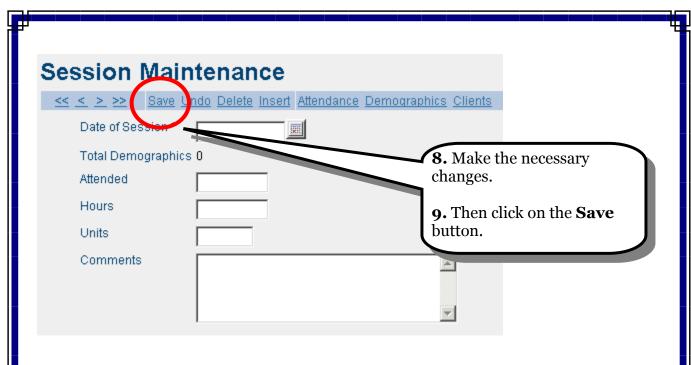


C3. Modify a session for an existing service/program which has multiple sessions but does not collect client data

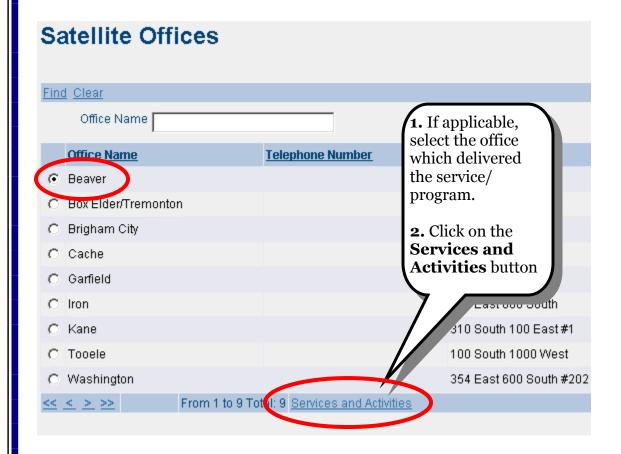


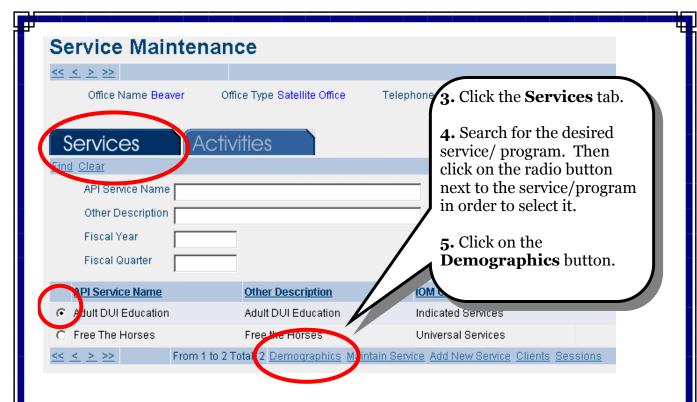






C4. Modify the demographics for a service/program which has multiple sessions but does not collect client data



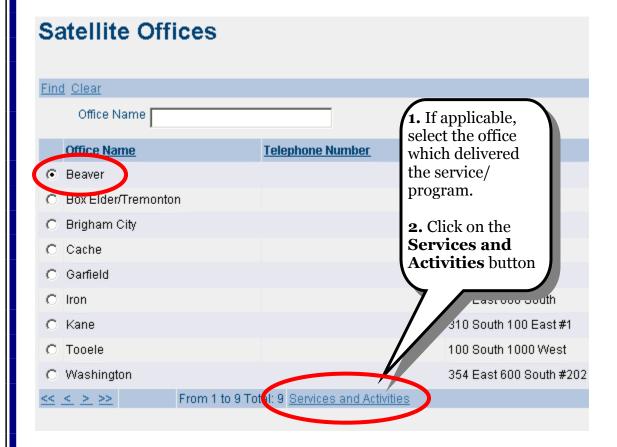


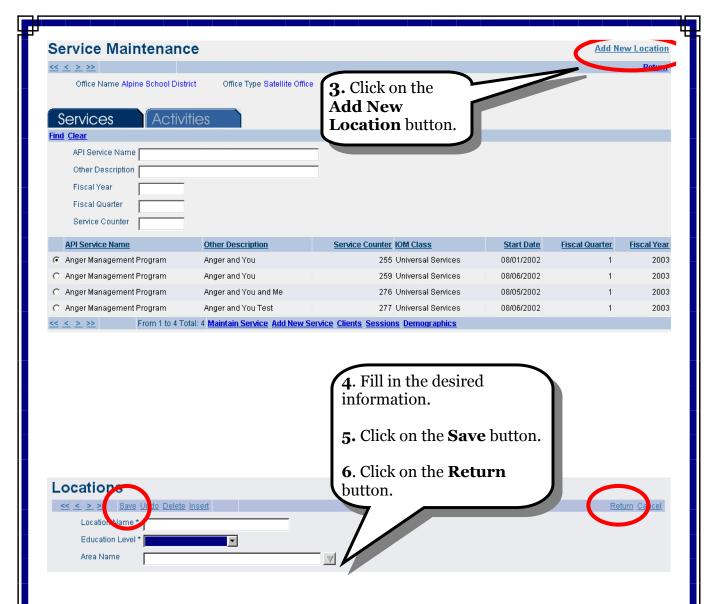
Demographics			
API Service Name Adult DUI Educatio	n 0 to 4 0	Males 0	White 0
Other Description Adult DUI Education	n 5 to 11 0	Females 0	Black 0
Start Date 03/05/2002 General Count 0 Total Count 0	12 to 14 0	Total Gender 0	Hispanic 0
	15 to 17 0		Islander/Asian 0
	18 to 20 0		Native American 0
	21 to 24 0		Multiple Race 0
	25 to 44 0		Other 0
	45 to 64 0		Total Race 0
	65 and Over 0		(M 1 11
	Total Age 0	OK Cancel	6. Make the appropriate changes.
			7. Then click on the OK button.

Sub-Section D:

Items D1 & D2 describe how to add a new location and how to modify it.

D1. Add a new Location for any service/program





Required Data on the "Locations" Screen

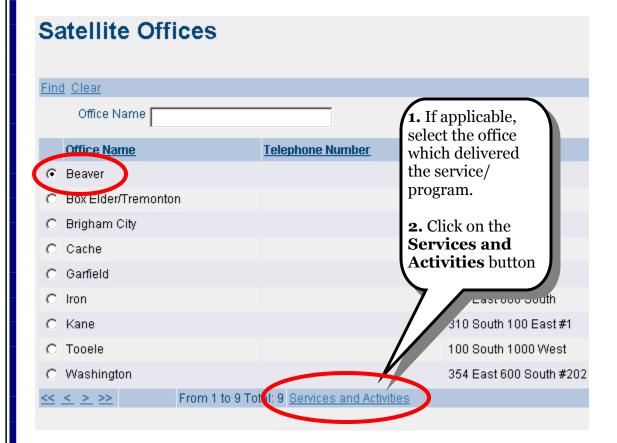
- **Location Name** (the name of the exact location where the service/program is delivered)
- **Education Level** (the level of education that is consistently served at the location i.e. elementary school children, high school children, etc. **[NOTE**: if no school level is consistently served at the location, then select "Other".**]**)
- **Area Name** (the name of the Area within which the location resides)

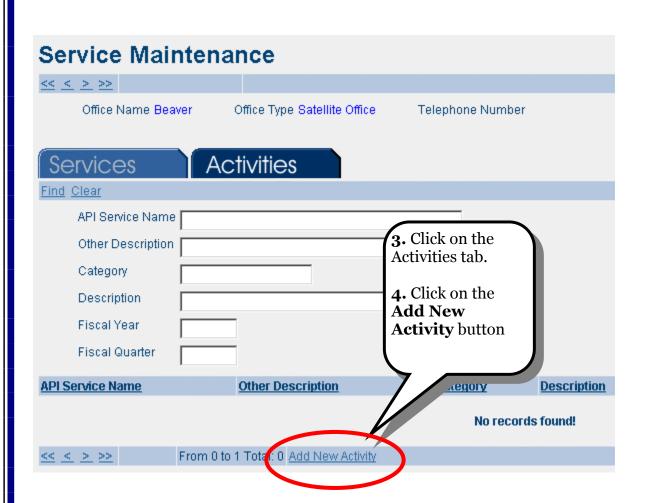
Date Printed: 03/03/2003

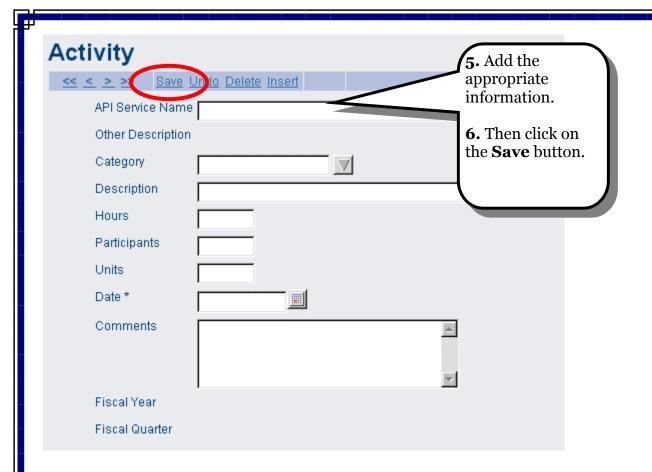
Sub-Section E:

Items E1 and E2 describe how to add and modify an Activity (Process Data)

E1. Add a new Activity







Required Data On The "Activity" Screen

- **API Service Name** (the name of the Area Plan Program which is addressed by the Activity)
- Category (the name of the Category which designates what kind of Activity is being done)
- **Hours** (the number of hours which transpired while the Activity was in progress)
- **Participants** (the number of people involved in the Activity)
- **Date** (the date when the Activity took place)

Optional Data On The "Activity" Screen

- **Description** (a description of what the Activity is)
- **Units** (the number of pamphlets, documents, or other items which were given as a part of the Activity)
- Comments (additional information, details, etc., regarding the Activity)

E2. Modify an Activity

